

JOB DESCRIPTION

Job Title: Apprentice Administration Assistant (Reception)
Department: Administration
Location: Viaduct House
Reporting to: Practice Management Team

1. Job purpose:

- 1.1 To ensure the efficient operation of reception in Cartmell Shepherd's Viaduct House office, acting as the focal point for clients and visitors to the firm.
- 1.2 To provide confidential support for efficient and effective administration of the firm.
- 1.3 To provide clerical assistance to the secretaries.

2. Main duties:

- 2.1 Greeting and attending to visitors and clients as they arrive, taking details as to their purpose and informing the appropriate person.
- 2.2 Recording and managing client and visitor appointments through liaison with secretaries, professional staff, clients and visitors.
- 2.3 Effective management and coordination of meeting room bookings. Ensuring meeting rooms are kept tidy and clean between meetings.
- 2.4 Answering, forwarding and screening phone calls and e-mails.
- 2.5 Overseeing postal routines, including the use of franking machines, arranging couriers where appropriate, sorting and distribution of incoming post.
- 2.6 Ensuring the reception area is kept clean and tidy. Ensuring the safety and welfare of clients and visitors when in the reception area, including making drinks where appropriate.
- 2.7 Receiving and recording payments received by clients.

- 2.8 To draft routine correspondence in accordance with instructions including copy typing and digital dictation.
- 2.9 File management, including opening and closing client files, scanning and filing, archiving, retrieval and storage of deeds, etc.
- 2.10 To assist with routine administrative tasks such as stock control, ordering supplies and reporting repairs and maintenance of the premises in consultation with the Practice Management Team.
- 2.11 Undertake training and development specific to the role as identified, including appropriate health and safety training.
- 2.12 Identify personal training needs and those of staff working within the reception areas.
- 2.13 Assist in the identification of and improvement of office policies and procedures, contributing to the working environment.
- 2.14 Identifying any deficiencies in routines, and in consultation with the Practice Management Team, take the necessary action to address the situation.
- 2.15 Undertaking other duties of a reasonable nature which may be requested from time to time.